

CENTRAL REGISTRY PROCEDURE MANUAL

Subject: Creating an Initial Application	Number: 650-56
Effective Date: March 14, 2017	

PURPOSE:

To provide instructions on how to enter an initial EMT applicant into the Central Registry and document the statewide certification.

REGULATION GUIDANCE:

According to Section 100344 of Chapter 10, a certifying entity is required to enter certification into the Registry for each certification applicant no later than 14 calendar days from the date the applicant successfully meets the certification requirements.

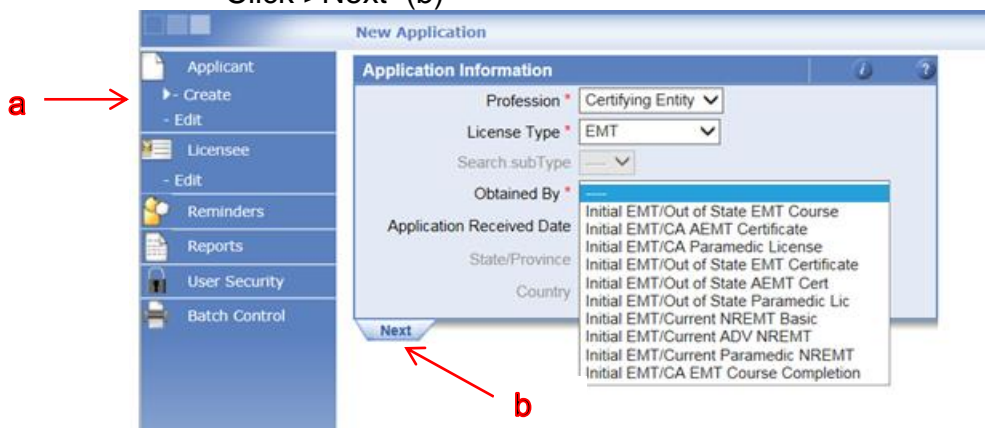
REFERENCE:

- Chapter 10: California EMT Central Registry, Section 100344
- Chapter 2: EMT Initial Certification Requirements, Section 100079
- Procedure 650-58 Renewing an EMT Certification
- Procedure 650-68 How to Reinstate an EMT
- Procedure 650-80 Unarchiving an EMT Record
- Procedure 650-82 Creating an Alias

PROCEDURE:

1. In the left column of the Central Registry under Applicant, click >Create (a)
2. In the Application Information panel, set the fields as follows:
 - For the “Profession” option, select “Certifying Entity” from the drop-down menu.
 - For the “License Type” option, select “EMT” from the drop-down menu.
 - For the “Obtained By” option, select the correct Initial Certification option for this EMT from the drop-down menu.
 - Enter the correct date into the “Application Received Date” – you can type in the date or click on the calendar to the right.

Click >Next (b)



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3. The Person mini panel is now displayed. Before you can enter a new person record, you will need to search to see if the person is currently in the registry. Enter the social security number and click >Search.

New Application

Application Information

Profession * Certifying Entity

License Type * EMT

Search.subType

Obtained By * Initial EMT/CA EMT Course Completion

Application Received Date 04/22/2016

State/Province

Country

Next

Person

First Name

Middle Name

Last Name

SSN

Profession

License Type

City

State

Zip Code

Address Line1

Licensee Only

Applicant Create - Person Advanced

Search Clear New Person

Possible Scenarios: Review each section here to identify how to find an existing record. If you do not find the record in these pathways, go to Step #4 to create a new record.

- a. A person record may already exist in the registry if they hold a Paramedic license or if their NREMT exam results have been uploaded. Click on the New License tab (a) to connect the Paramedic license and the EMT certification to the same person record.

Person

Search Clear New Person

Search Results

Name / License Type	Address	License Number	License Status
Smith, Rocko	Rancho Cordova CA 95670		
Paramedic	Rancho Cordova CA 95670		Pending

New License

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OR

- b. A person record will be displayed if the person has been certified previously as an EMT; DO NOT CREATE A NEW RECORD. The EMT should be “renewed” or “reinstated” from the **existing** record. You would click on the underlined EMT (b) to pull up the existing EMT record and process a renewal or reinstatement.

b →

Name / License Type	Address	License Number	License Status
Schmo, Jo Jo <u>EMT</u>	1111 Madison Avenue Sacramento CA 95841	E108475	Active

OR

- c. A person record might be archived. If you searched Licensee Edit and did not find the person, try searching for the EMT record through Licensee Edit, Licensee – Person Advanced (1) and check the “Archive Only” box (2). If archived, it will need to be “unarchived” in order to process the re-certification. **Follow the procedure for “Unarchiving an EMT Record” #650-80.**

1 → Licensee - Person Advanced

2 → Archive Only

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4. If the person is not showing up as being in the database, click the “New Person” tab.

Person

First Name	<input type="text"/>	Middle Name	<input type="text"/>	Last Name	<input type="text"/>
SSN	<input type="text" value="414151515"/>	Profession	<input type="text" value="----"/>	License Type	<input type="text" value="----"/>
City	<input type="text"/>	State	<input type="text" value="----"/>	Zip Code	<input type="text"/>
Address Line1	<input type="text"/>				
		Licensee Only	<input type="checkbox"/>		

► Applicant Create - Person Advanced **4**

Search Clear New Person

Search Results

Name / License Type	Address	License Number	License Status
No results were found.			

5. This is the new page that you will see:

Applicant
► Create
- Edit
Licensee
- Edit
Reminders
Reports
User Security
Batch Control

Person Add/Edit

Prefix	<input type="text"/>	First Name	<input type="text"/>
Middle Name	<input type="text"/>	Last Name *	<input type="text"/>
Suffix	<input type="text"/>	SSN	<input type="text" value="414"/> - <input type="text" value="15"/> - <input type="text" value="1515"/>
Date of Birth *	<input type="text" value="mm/dd/yyyy"/>	Date Deceased	<input type="text" value="mm/dd/yyyy"/>

Person Additional Add/Edit

Person Address Fields

Zipcode*	<input type="text"/>	
City*	<input type="text"/>	<input type="text"/>
County*	<input type="text"/>	<input type="text"/>
Unlisted	<input type="checkbox"/>	
Address Line1*	<input type="text"/>	<input type="text"/>
Email	<input type="text"/>	Address Line2
Cell Phone	<input type="text"/>	Address Line3
Country*	<input type="text" value="United States"/>	Address Line4
Phone Unlisted	<input type="checkbox"/>	Phone
Fax	<input type="text"/>	Fax Unlisted
State*	<input type="text"/>	

☐ Create Alias

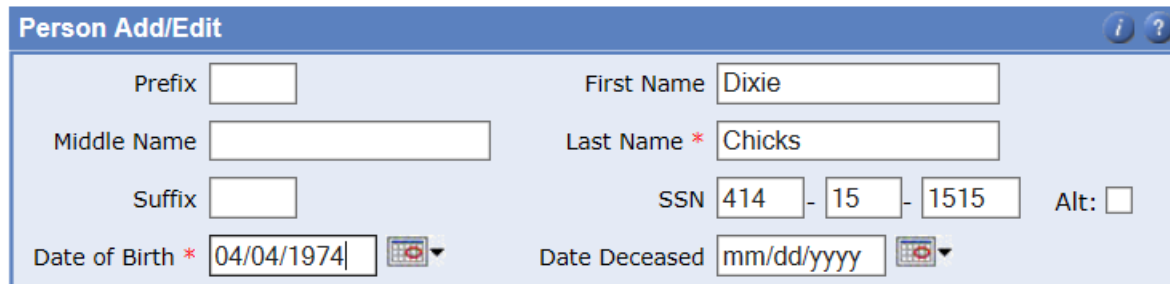
Next Back

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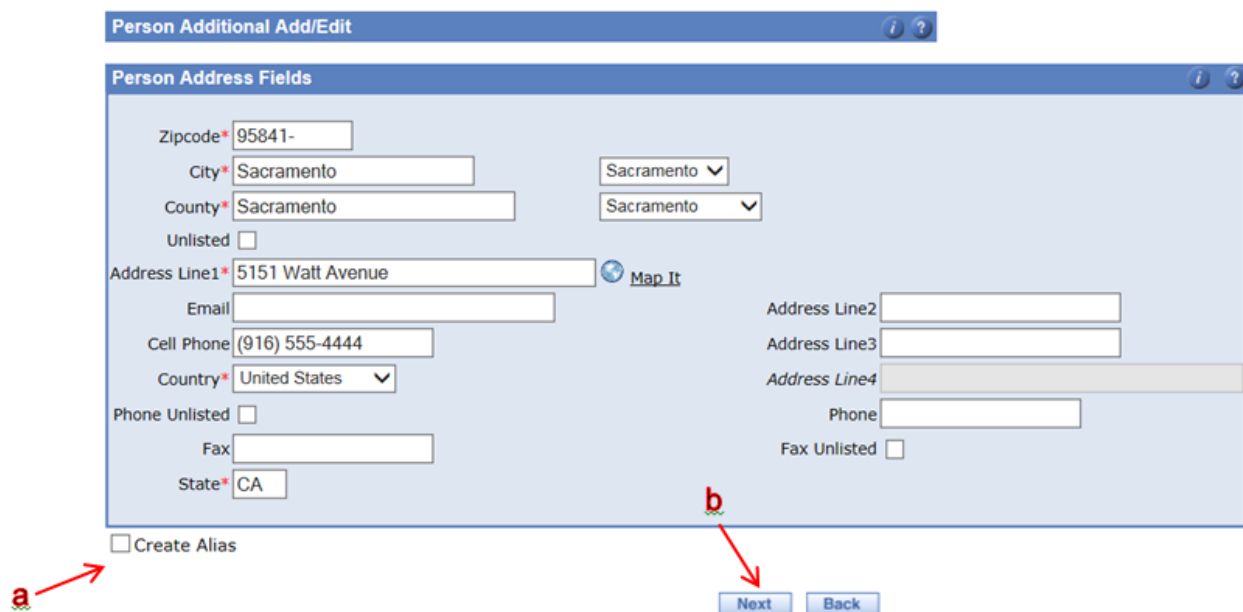
6. Fill in the following:

- First Name, Last Name, SSN, DOB



The 'Person Add/Edit' form contains the following fields: Prefix (text box), First Name (text box with 'Dixie'), Middle Name (text box), Last Name * (text box with 'Chicks'), Suffix (text box), SSN (three text boxes with '414', '15', '1515'), Alt: (checkbox), Date of Birth * (text box with '04/04/1974' and a calendar icon), and Date Deceased (text box with 'mm/dd/yyyy' and a calendar icon).

- Zip Code (once you input the Zip Code, the City, County and State will auto-populate), Address and Phone Number.
- Note: the Create Alias box in the lower left corner (a) is used to update the Person record later as needed for legal name changes and these will show up in the Alias panel. For future reference: **Follow the procedure for “Creating an Alias” #650-82.**
- Click >Next (b) to proceed with the Initial application



The 'Person Additional Add/Edit' form, titled 'Person Address Fields', contains the following fields: Zipcode* (text box with '95841-'), City* (text box with 'Sacramento' and a dropdown menu), County* (text box with 'Sacramento' and a dropdown menu), Unlisted (checkbox), Address Line1* (text box with '5151 Watt Avenue' and a 'Map It' link), Email (text box), Address Line2 (text box), Address Line3 (text box), Address Line4 (text box), Cell Phone (text box with '(916) 555-4444'), Country* (dropdown menu with 'United States'), Phone Unlisted (checkbox), Phone (text box), Fax (text box), Fax Unlisted (checkbox), State* (text box with 'CA'), and a 'Create Alias' checkbox at the bottom left. Red arrows labeled 'a' and 'b' point to the 'Create Alias' checkbox and the 'Next' button, respectively. The 'Next' and 'Back' buttons are located at the bottom right.

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7. If the mailing address is the same as the address you typed in on the prior screen, then you can click on Copy Person Address Fields (a) or you may fill in the mailing address.

Click >Finish (b) at the bottom of the page.

The screenshot displays a web application interface for license management. It consists of three main sections:

- License Information:** A header bar with information and help icons.
- License Additional Add/Edit:** A section for additional information. It includes a "Select Email" dropdown menu set to "Other", a "Use License Address For Mailing" checkbox which is checked, and an "Email Merge Address" text input field.
- License Address Fields:** A large section for address and contact details. It contains multiple input fields for "Zipcode*", "City*", "County", "Address Line1*", "Email", "Cell Phone", "Country*" (set to "United States"), "Phone Unlisted", "Fax", "State*", "Address Line2", "Address Line3", "Address Line4", "Phone", and "Fax Unlisted". There are also "Unlisted" checkboxes for both email and phone. A "Map It" button with a globe icon is located next to the "Address Line1*" field. At the bottom left of this section is a button labeled "Copy Person Address Fields".

Below the "License Address Fields" section, two red arrows indicate specific actions:

- Arrow **a** points to the "Copy Person Address Fields" button.
- Arrow **b** points to the "Finish" button, which is located next to a "Back" button.

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8. Below is the top half of the new page you will see. Under Search Results, you will see a “pending” status on the record (circled). This status will remain until you have completed the certification process on the EMT. The application date shown in this panel (a) is not the same as the date you entered for receipt of the EMT application in Step 1. This is a system date showing when the application was entered to the Central Registry.

The screenshot shows the 'MyLicense Office' Applicant page. A message at the top says 'Insert New License Successful.' Below this is a form for creating a new applicant with fields for First Name, Last Name, Profession (set to 'Certifying Entity'), License Type (set to 'EMT'), Zip Code, State, and SSN. Below the form is a 'Search Results' table. A red arrow labeled 'a' points to the 'Application Date' field in the table, which shows '08/25/2015'. Another red arrow labeled 'b' points to the 'Application Status' field in the table, which shows 'Pending' and is circled in red.

Name / License Type	SSN/FEIN	Applicant Number	Obtained By	Subtype	Application Date	Hold/Alert	Application Status
Chicks, Dixie	414151515	167079	Initial Certification Application		08/25/2015		Pending

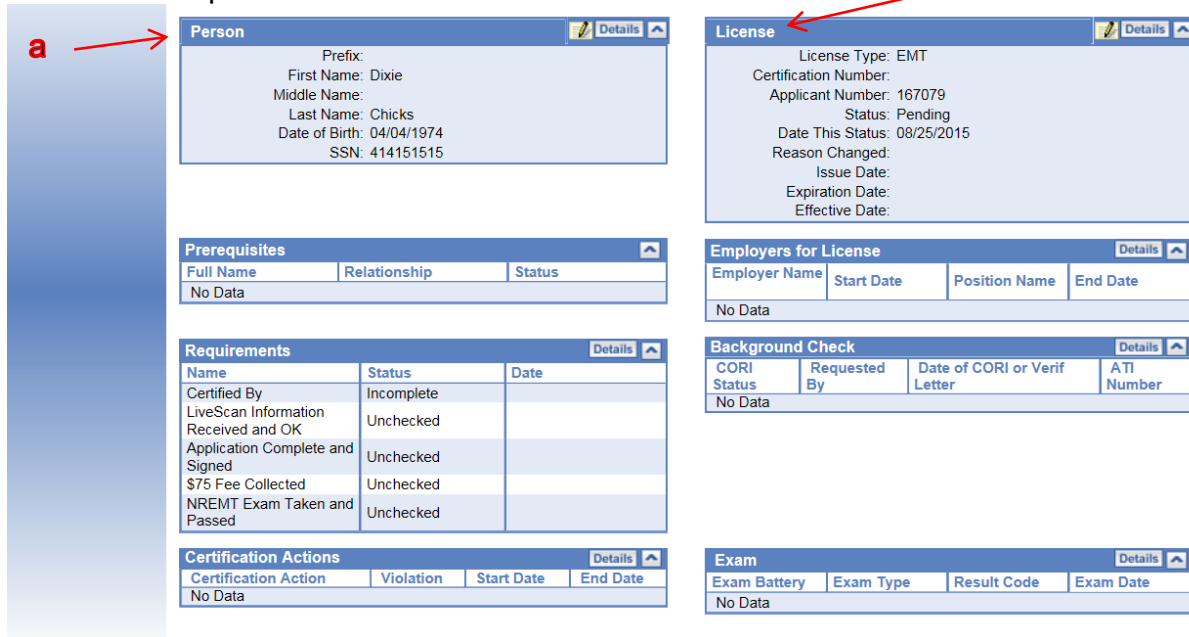
IMPORTANT NOTE: if you time out of MLO or leave this application and return later, you will need to open the pending application through Applicant Edit (b), not Licensee Edit, to continue the process. Search in Applicant Edit with the SSN or Applicant # to pull up the pending record. There you will be able to access “DETAILS” in all of the mini-panels and continue until the process is complete.

The screenshot shows the 'MyLicense Office' Applicant page with the 'Applicant Edit' form. A red arrow labeled 'b' points to the 'Applicant' link in the left sidebar. The form has tabs for 'Person' and 'Facility'. The 'Person' tab is active, showing fields for First Name, Last Name, Profession (set to 'Certifying Entity'), License Type (set to 'Certifying Entity'), Zip Code, State, and SSN. Below this is a section for 'Applicant Edit - Person Advanced' with fields for Applicant Number (167079), DBA, Old License Number, County, Date of Birth (MM/dd/yyyy), Include Alias, Soundex, and Archive Only.

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9. The lower half of the page will show the Person (a) AND part of the License (b) mini-panels filled in.



Person Details

Prefix:
First Name: Dixie
Middle Name:
Last Name: Chicks
Date of Birth: 04/04/1974
SSN: 414151515

Prerequisites

Full Name	Relationship	Status
No Data		

Requirements Details

Name	Status	Date
Certified By	Incomplete	
LiveScan Information Received and OK	Unchecked	
Application Complete and Signed	Unchecked	
\$75 Fee Collected	Unchecked	
NREMT Exam Taken and Passed	Unchecked	

Certification Actions Details

Certification Action	Violation	Start Date	End Date
No Data			

License Details

License Type: EMT
Certification Number:
Applicant Number: 167079
Status: Pending
Date This Status: 08/25/2015
Reason Changed:
Issue Date:
Expiration Date:
Effective Date:

Employers for License Details

Employer Name	Start Date	Position Name	End Date
No Data			

Background Check Details

CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number
No Data			

Exam Details

Exam Battery	Exam Type	Result Code	Exam Date
No Data			

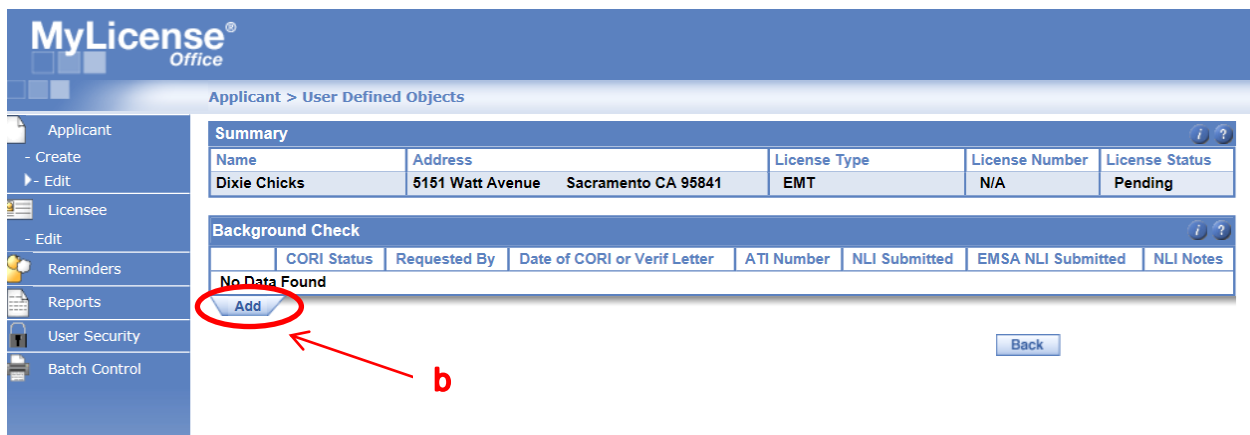
10. Next go into the Background Check mini-panel and click on the “details” button in the top right-hand corner (a).



Background Check Details

CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number
No Data			

Below is the screen that will open. Click on the “Add” tab (b).



MyLicense® Office

Applicant > User Defined Objects

Applicant
- Create
- Edit

Licensee
- Edit

Reminders

Reports

User Security

Batch Control

Summary

Name	Address	License Type	License Number	License Status
Dixie Chicks	5151 Watt Avenue Sacramento CA 95841	EMT	N/A	Pending

Background Check

	CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number	NLI Submitted	EMSA NLI Submitted	NLI Notes
No Data Found							

Add

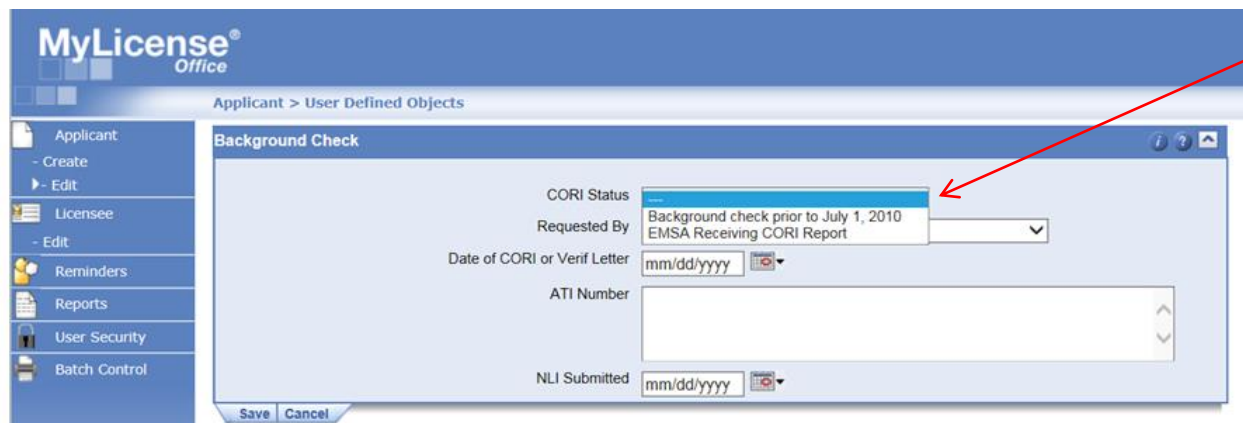
Back

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11. The Background Check mini panel will open – this is where certifying entities can log receipt of CORIs as required by regulation.

- There are two options in the drop down menu for CORI status (a):
 - **Background check prior to July 1, 2010** is used only for EMTs that were grandfathered into the Central Registry and the certifying entity submitted a Letter of Verification to EMSA at that time. Do not use this option unless it was left blank originally and now needs to be filled in. You must verify that this process was done.
 - **EMSA Receiving CORI Report is the option to choose** for all new EMTs, EMTs changing certifying entities or EMTs that are reinstating and have lapsed over one year.
- Requested By: this would be your agency
- Date of CORI: the date both FBI and DOJ reports have been received from the Department of Justice (DOJ) by your agency.
- ATI Number: This will be on the report you receive from DOJ and is on the live scan application.
- DO NOT FILL IN “NLI.” This means No Longer Interested and you do not fill that in until the EMT has not recertified with your agency within 12 months of expiration.



The screenshot shows the 'MyLicense Office' application window. On the left is a navigation pane with options: Applicant (Create, Edit), Licensee (Edit), Reminders, Reports, User Security, and Batch Control. The main window is titled 'Applicant > User Defined Objects' and contains a 'Background Check' mini panel. This panel has several fields: 'CORI Status' (a dropdown menu with a red arrow pointing to it, showing 'Background check prior to July 1, 2010' and 'EMSA Receiving CORI Report'), 'Requested By' (a text field), 'Date of CORI or Verif Letter' (a date field with a calendar icon), 'ATI Number' (a large text area), and 'NLI Submitted' (a date field with a calendar icon). At the bottom of the mini panel are 'Save' and 'Cancel' buttons.

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12. Below is an example of what should be filled in on the background check mini panel for an initial EMT applicant:

Applicant > User Defined Objects

Background Check

CORI Status: EMSA Receiving CORI Report

Requested By: CalFire-Sacramento

Date of CORI or Verif Letter: 08/05/2015

ATI Number: 555444555

NLI Submitted: mm/dd/yyyy

Save Cancel

a

Click >Save (a)

13. This is the screen you will see once you have entered all necessary background check information:

Applicant > User Defined Objects

Summary

Name	Address	License Type	License Number	License Status
Dixie Chicks	5151 Watt Avenue Sacramento CA 95841	EMT	N/A	Pending

Background Check

	CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number	NLI Submitted	EMSA NLI Submitted	NLI Notes
1	EMSA Receiving CORI Report	CalFire-Sacramento	08/05/2015	555444555			

Add

Back

a

Click >Back (a)

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14. The Employers for License mini panel (a) is not necessary for processing EMT certification. It is used in paramedic licensure. If you can find the employer in the drop down, then you can add it if you like.

a →

License Details ▲

License Type: EMT
Certification Number:
Applicant Number: 167079
Status: Pending
Date This Status: 08/25/2015
Reason Changed:
Issue Date:
Expiration Date:
Effective Date:

Employers for License Details ▲

Employer Name	Start Date	Position Name	End Date
No Data			

15. The next step is to complete the Requirements mini panel. Click on the “details” button in the top right-hand corner (a).

Requirements		Details ▲
Name	Status	Date
Certified By	Incomplete	
LiveScan Information Received and OK	Unchecked	
Application Complete and Signed	Unchecked	
\$75 Fee Collected	Unchecked	
NREMT Exam Taken and Passed	Unchecked	

→ **a**

IMPORTANT NOTE: If you chose the wrong Obtained By and discover this mid-process, you may send a helpdesk ticket for assistance. This can be changed while still in pending, by the BLS Coordinator. Once the certification is approved, it cannot be changed, but you can document notes in the License panel clarifying.

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16. The first item on the checklist, (a) “Certified By,” should already show a status of complete, because that is tied to the pre-requisite mini panel. If it shows “incomplete,” you may need to contact the BLS Coordinator to review and correct the status. The LiveScan Information Received and OK means that the FBI and DOJ reports have been received, reviewed and cleared by your certifying entity (b).

Applicant > Check List Requirements

Summary				
Name	Address	License Type	License Number	License Status
Dixie Chicks	5151 Watt Avenue Sacramento CA 95841	EMT	N/A	Pending

a →

Requirements				
	Requirement	Status	Date	Changed By
<input type="checkbox"/>	Certified By	Incomplete		
b →	LiveScan Information Received and OK	Unchecked		
<input type="checkbox"/>	Application Complete and Signed	Unchecked		
<input type="checkbox"/>	\$75 Fee Collected	Unchecked		
<input type="checkbox"/>	NREMT Exam Taken and Passed	Unchecked		

c →

Requirement Status Change	
Completed ▼	
Save	

- The checklist requirements match the Obtained By option you chose. Each item on the checklist is required. If one item is not complete, then the certification should be left in pending temporarily until all requirements are met.
- If the application is withdrawn or incomplete for a long period of time, it can be deleted or removed. If an application was created in error, it can be deleted and archived. See Procedure #650-66 Removing a Pending Application.

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17. Check off each item in the checklist (a), then go to the Requirement Status Change panel at the bottom of the checklist and choose “completed” (b) from the drop-down box and SAVE. Each checklist matches the requirements for the chosen “Obtained By” so you would not use the other options.

Applicant > Check List Requirements

Summary

Name	Address	License Type	License Number	License Status
Dixie Chicks	5151 Watt Avenue Sacramento CA 95841	EMT	N/A	Pending

Requirements

Requirement	Status	Date	Changed By
<input checked="" type="checkbox"/> <u>Certified By</u>	Completed	08/01/2015	TestEMT
<input checked="" type="checkbox"/> <u>LiveScan Information Received and OK</u>	Completed	08/25/2015	TestEMT
<input checked="" type="checkbox"/> <u>Application Complete and Signed</u>	Completed	08/25/2015	TestEMT
<input checked="" type="checkbox"/> <u>\$75 Fee Collected</u>	Completed	08/25/2015	TestEMT
<input checked="" type="checkbox"/> <u>NREMT Exam Taken and Passed</u>	Completed	08/25/2015	TestEMT

Requirement Status Change

Completed

Make Complete

Completed
Incomplete
Not Applicable
Unchecked
Waived

18. Now click on the **MAKE COMPLETE** tab (c) which is right above the Requirement Status Change. This is commonly forgotten, so take heed! You will not receive an APPROVE TAB until you Make Complete all Requirements.

19. After you choose MAKE COMPLETE, click >**BACK** (d) as shown below.

Make Incomplete

Requirement Status Change

Completed

Back

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Important Note: If you clicked Make Complete and Back, then received an error code saying that the background check is incomplete (as shown below), then you will need to fill in the missing information (or send a helpdesk request) and then come back to the Requirements mini-panel shown in Step #17 to click the Make Complete tab again.

Following error(s) have occurred:

- "Background Check" CORI Status data missing.
- "Background Check" Date of CORI missing.
- "Background Check" Requested By is missing.

20. The Search Results screen in Applicant Edit will now appear, as shown below. You will see the APPROVE tab (a). If the Approve tab does not appear, then something is missing in the record. Check Fields, all requirements (including Make Complete tab), background check, and verify that the pre-requisite relationship is established correctly (with your agency listed). If the Approve tab still does not appear, send a helpdesk request to mlohelpdesk@emsa.ca.gov for further assistance.

Applicant

Person	Facility
Search	Search All Related Clear

Search Results							
Name / License Type	SSN/FEIN	Applicant Number	Obtained By	Subtype	Application Date	Hold/Alert	Application Status
Chicks, Dixie		167079	Initial Certification Application		08/25/2015		Complete
EMT							

a

b

Approve Check Fields Deny Delete Remove

21. Click >Approve (a). The process is not complete until you approve and enter the expiration date. **Note: the application status above (b) means that the requirements are complete, not the certification process.**

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As shown in the screenshot below, the requirements are complete (c), but the status in the License minipanel is still “pending” (d). In order to finish the certification process, **make sure to approve** so that you can enter dates and send the card to print.

Person

Prefix:
First Name: Dixie
Middle Name:
Last Name: Chicks
Date of Birth: 04/04/1974
SSN: 414151515

License

License Type: EMT
Certification Number:
Applicant Number: 167079
Status: Pending ← **d**
Date This Status: 08/25/2015
Reason Changed:
Issue Date:
Expiration Date:
Effective Date:

Prerequisites

Full Name	Relationship	Status
Sacramento County EMS Agency	Certified By	Active

Requirements

Name	Status	Date
Certified By	Completed	08/01/2015
LiveScan Information Received and OK	Completed	08/25/2015
Application Complete and Signed	Completed	08/25/2015
\$75 Fee Collected	Completed	08/25/2015
NREMT Exam Taken and Passed	Completed	08/25/2015

Employers for License

Employer Name	Start Date	Position Name	End Date
No Data			

Background Check

CORI Status	Requested By	Date of CORI or Verif Letter	ATI Number
EMSA Receiving CORI Report	Sacramento County EMS Agency	08/05/2015	555444555

Certification Actions

Certification Action	Violation	Start Date	End Date
No Data			

Exam

Exam Battery	Exam Type	Result Code	Exam Date
No Data			

22. After you click the Approve tab, you will see Summary and License Activation panels. Enter the Issue Date (a), which represents the effective date for the certification, or use the drop down. **The issue date for an initial application is the day certificate (EMT card) is issued.**

Applicant > Approval

Summary

Name	Address	License Type	License Number	License Status
Dixie Chicks	5151 Watt Avenue Sacramento CA 95841	EMT	N/A	Pending

License Activation

Issue Date: 08/25/2015 ← **a**
Expiration Date:
Save Cancel

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23. Next, enter the expiration date (a) based upon the Obtained By used. The expiration date will be either:

- The last day of the month, two years from the effective date of the initial certification
- OR
- The expiration date of the certificate or license used to establish eligibility (such as a Paramedic license or NREMT expiration), if less than two years and was used to establish eligibility for certification vs EMT coursework completed within the last two years.

Summary				
Name	Address	License Type	License Number	License Status
Dixie Chicks	5151 Watt Avenue Sacramento CA 95841	EMT	N/A	Pending

License Activation	
Issue Date	08/25/2015
Expiration Date	08/31/2017

REMINDER: Regulations require certifying entities to enter certification information into the Registry for each certification applicant no later than 14 days from the date the applicant successfully meets the certification requirements. Backdating an issue date beyond the 14 days may be a violation of Title 22, Division 9, Chapter 10, Section 100344.

24. Finally, click **OK** (a), and the record will be saved to the Licensee area of the database and sent to your “Batch Control/Current” area (on the left hand side of the page). The card is ready to print. Make sure you choose the option “EMT Initial Card” to find the name of the EMT whose card you wish to print. If EMSA prints your EMT cards, those will be sent to the address you entered in Step 7.

Applicant > Approval

Message
The EMT License has been approved for Dixie Chicks. no. E108485

a →

The certification has been completely processed and approved.